



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: May 9, 2011

HSS -11-054

Gambling Prevention Across the Lifespan and Treatment Services for
Adult Residents of Delaware
for

Division of Substance Abuse and Mental Health

Date Due: June 15, 2011

By 11:00 AM Local Time

ADDENDUM # 2
RFP Modifications & Revised Timetable

PLEASE NOTE:

THE ATTACHED SHEETS HEREBY BECOME A PART OF
THE ABOVE MENTIONED RFP.

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Procurement Administrator

Kim Harvey
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Division of Substance Abuse
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Revised Proposed Timetable

The Department's proposed schedule for reviewing proposals is outlined as follows:

<i>Activity</i>	<i>Date</i>
RFP Advertisement	04/15/2011
Pre-bid Meeting	05/04/2011
Questions Due	05/13/2011
Answers to Questions	05/18/2011
Bid Opening	06/15/2011
Selection Process Begins	06/16/2011
Vendor Selection (tentative)	07/01/2011
Project Begins	08/2011

C. REVISED TECHNICAL PROPOSAL REQUIREMENTS

Component # 1 - Public Information and Prevention Services

A) Applicant Organizational Eligibility

- Applicants must have a minimum of 3 documented years of experience in developing and/or providing public information and media campaigns in behavioral health. Applicants must have 3 documented years of experience in providing school based prevention and educational programming in behavioral health. Applicants must have minimum of 3 documented years of experience in providing training in behavioral health. Applicants must have at least one year documented experience working with components and partners of the adult criminal justice system.

B) Scope of Services

1) Annual Plan

The successful applicant will develop a written annual plan to be submitted with their application, of designed public information, education and outreach activities with specific details of deliverables. The plan will include activities of public information, education and outreach specifically designed to:

- Reach elementary, middle and high school students, and students of higher education.
- Additionally include providing public information, education and outreach at a minimum of 20 fairs, community events and gatherings in New Castle County, and 12 in each of Kent and Sussex Counties.
- Target outreach to minority and bi-lingual communities in both city, suburban and rural areas.
- Present information on problem gambling and pathological gambling, and treatment interventions to at least 6 culturally and ethnically diverse groups per year.
- Additionally target persons 55 years or older in public information, education and outreach and be able to report on numbers reached.
- Target outreach where gambling activities are known, available or suspected.
- Present at least one consumer or advocacy group each month.
- Present to at least 6 faith based or civic organizations annually.

2) Media

The applicant will present an annual 12 month media and public awareness campaign that is designed to increase the awareness of problem gambling and will report monthly on these activities. An annual report will be completed by May 1 of the contract year. Specific (not inclusive) activities will include:

- Regular consultation with a stakeholders media committee
- Establish a contractual arrangement with an established media companies, or directly provide, to develop and distribute specific media materials (bus banners, cable “crawl”, promotional materials etc...)
- Establish a theme for the campaign that all promotional activities will reference
- Work collaboratively with other state, regional and national networks that target problem gambling and effective treatment in particular the annual National Problem Gambling Awareness Week.
- Promote information about problem gambling to the general public through media interviews at least 6 times locally and two times nationally annually.
- Produce and disseminate press releases as needed
- Other related activities

3) School Based Prevention and Education Program

- i. Describe the best practice/evidence based intervention that will be utilized for the School Based Prevention and Education Program
- ii. Scope of services:

Describe how the applicant organization will:

- Develop, update and distribute criteria to be used with public school youth regarding education about gambling behaviors and potential consequences.
- Visit every High School wellness center in the state at least twice per year to consult, update and distribute current materials to staff.
- Operate a comprehensive Gambling Addiction Prevention Program in all Delaware high schools on the subject of compulsive gambling including the following: 1) a prevention education booklet to be given to every high school student in the state, 2) a teacher guideline instructional booklet to assist teachers to

impart this information to students and 3) On-Site training to teachers on appropriate teaching methods:

- Collaborate with staff and residents at Ferris School, Detention Centers, Level IV cottages and adolescent Division of Prevention and Behavioral Health (DSCYF) adolescent residential treatment centers on special projects addressing the development of problem gambling. A minimum of 5 activities targeting these population groups is required.
- Efforts must be made to reach all private and parochial middle and high schools to assure the dissemination of gambling prevention materials and be available for presentations.

4) Training

Describe how the applicant organization will:

- Work in collaboration with DSAMH Training office to provide 15 gambling related trainings to health professionals, human service workers and others statewide between October 1, 2011 and June 30, 2012.
- Utilize local and national resources to ensure that all topic areas related to national certification are covered.
- Offer trainings in all three counties to ensure accessibility.
- Utilize training opportunities nationwide to assist trainers in learning evidence based and best practices in prevention and treatment intervention.
- Offer information and education on problem gambling at all three Racinos for the benefit of their employees and work with the Racinos to establish a cooperative communication process to assist with reinforcement of their self-exclusion policies for problem gamblers.

5) Criminal Justice

Describe how the applicant organization will:

- Collaborate with law enforcement agencies, Public Defender's and Attorney General's offices, Mental Health, TASC and other

specialized Courts and community providers to integrate education on problem gambling into Re-entry and other related programs.

- Provide educational programs on problem gambling for targeted populations and other related at-risk populations of the criminal justice system.
- Develop and refine methods for screening, assessment and referral of individuals with problem gambling or at risk of developing problem gambling in the Criminal Justice system

6) Performance Measures

Applicant must identify measurable performance goals including monthly targets for each of the five components:

- a. Public Information, Education and Outreach;
- b. Media;
- c. School Based Prevention and Education Program,
- d. Training
- e. Criminal Justice.

7) Staffing

Personnel Working on the Project

The proposer must identify staff and staff resources of their organization/agency that will be devoted to the development and operation of the prevention program, including personnel background and experience. The proposer must indicate the specific qualifications that will be required for staff of the program, especially qualifications to provide prevention services.

The proposer must also attach staffing chart, showing all staff positions for the proposed services.

Subcontractor List

If subcontractors will be used, the following types of information should be provided.

- A. Identification of the subcontractor(s)
- B. Purpose
- C. Tasks to be performed

- D. Level of effort to be performed (number of days of work by personnel classification)
- E. Method of financial reimbursement by the proposer to the subcontractor.

Proposers should recognize that they are responsible for the performance of subcontractors. Nothing in this RFP shall create any contractual relation between any sub- or co-contractor and the Division or Department.

Prior approval by DSAMH is required in all instances of subcontracting.

Applicants must include a management plan with related tasks, timelines, and persons responsible. Provide an organizational chart for the project detailing key staff personnel for the applicant organization (and fiscal agent as applicable). A Table of Organization must accompany the narrative depicting how project staff will be organized and the percentage of time (FTE) for each person in the table. Create the Table of Organization on a separate page and attach it to your application.

Applicants must provide a brief narrative that describes all staff collaborators, and supporters of the program, their roles, responsibilities and relationship to each other. Applicants must include a management and staffing plan that clearly describes relevant prevention experience, experience with target population(s), knowledge of identified community (-ies), and description of relevant accomplishments to date. Applicants must include resumes, biographical sketches, and Job Descriptions proposed Project Director and other key positions to be funded.

8) Facility

The proposer must identify and describe the facility in which the proposed prevention program will be provided.

At a minimum, the proposer must provide:

- The location (street address) of the proposed facility;
- A description of the facility, including a floor plan.
- Documentation that the facility is available to the proposer for the purposes of providing the required services (the proposer must describe the manner in which it has control of the proposed facility).

9) Statement of Assurance

Proposers must provide written assurance that the following conditions will be met.

- a) Availability of IRS Ruling relating to tax exempt status for nonprofit incorporated organizations (as applicable).
- b) Availability of Liability Insurance.
- c) Availability of Auto Insurance. This is required for all vendors who operate any type of transportation vehicle as part of their program.
- d) Civil Rights. Compliance with provisions of Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act, and any other federal or State anti-discriminatory act, law, statute, or regulation.
- e) Policy and Procedures Manual. A statement should be included that the proposer shall develop a written manual covering policies and procedures of the program. A copy of the manual shall be submitted for approval within 45 days from the date of contract award. If the proposer has a current policy and procedures manual which will be used, a copy should be submitted with the proposal..
- f) Statement of Confidentiality. The proposer should either include the statement of client confidentiality in effect for the applicant organization or prepare and include such a statement to be used for the proposed program.
- g) Statement and/or Documentation of Professional Ethical Standards Applied in Organization. The proposer should include the statement of professional standards currently in use by the applicant organization or prepare and include such a statement to be used for the proposed program.

After successful applicants have been notified but before the new contracts begin, DSAMH will conduct a mandatory day-long training session on data gathering and reporting that will be required of all Primary Prevention Services contractors. Executive directors, lead prevention staff, fiscal officers, and management information specialists from each agency will be required to attend.

- (1) Applicants must indicate in writing in their proposals that they agree to fully comply with DSAMH data collection/reporting requirements, and to attend the training session.

Component # 2 - Early Intervention and Prevention Services

A) Applicant Organization Eligibility

1) Early Intervention and Treatment Services

- Applicants must have a minimum of 3 documented years of experience in providing and/or overseeing gambling early intervention and treatment services. Applicants who have direct experience operating a 24 hour helpline or hotline will be scored higher.

B) Scope of Services

1) Helpline

Describe how applicant organization will:

- a) Operate a 24-hour 7 days a week toll free helpline to facilitate access to treatment. The applicant must be able to report the number of calls from within the state of Delaware, as well as break out calls from other states as part of any interstate agreement. Call information from Delaware should be broken down by demographic data such as gender, race, age, county of residence, and how they learned of the contractor's services. Resources from this RFP must be utilized for Delaware residents first and broken out monthly on budget reports.
- b) Maintain, manage and schedule volunteers and staff who are specially trained to respond to calls for help concerning problem gambling.
- c) Facilitate at least one training, within three months of the execution of this contract to ensure all people dealing with the helpline are knowledgeable about problem/pathological gambling and are trained in the following: management of crisis calls, use of brief screening instruments, use of updated referral lists to treatment and other community resources, agency suicide protocol, and data collection instruments.
- d) Conduct brief phone screenings, provide information about problem gambling and the availability of treatment, make appropriate referrals, offer to send literature packets tailored to callers' individual needs and offer call-back services.

- e) Promote helpline as a direct and effective way to access treatment.

2) Treatment

Describe evidence based and/or best practices that will be utilized in providing treatment services to problem/pathological gamblers and their families

a) Core Services

Describe how applicant organization will provide the core services outlined in section II (page 12 to 18)

b) Performance Measures

Applicant must identify performance goals, including monthly targets for

- 01. Helpline
- 02. Treatment

3) Staffing and Staffing Qualifications

The proposer must identify staff and staff resources of their organization/agency that will be devoted to the development and operation of the prevention program, including personnel background and experience. The proposer must indicate the specific qualifications that will be required for staff of the program, especially qualifications to provide prevention services.

The proposer must also attach staffing chart, showing all staff positions for the proposed services.

a) Subcontractors

If subcontractors will be used, the following types of information should be provided.

- i. Identification of the subcontractor(s)
- ii. Purpose
- iii. Tasks to be performed
- iv. Level of effort to be performed (number of days of work by personnel classification)

- v. Method of financial reimbursement by the proposer to the subcontractor.

Proposers should recognize that they are responsible for the performance of subcontractors. Nothing in this RFP shall create any contractual relation between any sub- or co-contractor and the Division or Department.

Prior approval by DSAMH is required in all instances of subcontracting.

4) Facility

The proposer must identify and describe the facility in which the proposed prevention program will be provided.

At a minimum, the proposer must provide:

- The location (street address) of the proposed facility;
- A description of the facility, including a floor plan.
- Documentation that the facility is available to the proposer for the purposes of providing the required services (the proposer must describe the manner in which it has control of the proposed facility).

5) Statement of Assurance

Proposers must provide written assurance that the following conditions will be met.

- a) Availability of IRS Ruling relating to tax exempt status for nonprofit incorporated organizations (as applicable).
- b) Availability of Liability Insurance.
- c) Availability of Auto Insurance. This is required for all vendors who operate any type of transportation vehicle as part of their program.
- d) Civil Rights. Compliance with provisions of Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act, and any other federal or State anti-discriminatory act, law, statute, or regulation.

e) Policy and Procedures Manual. A statement should be included that the proposer shall develop a written manual covering policies and procedures of the program. A copy of the manual shall be submitted for approval within 45 days from the date of contract award. If the proposer has a current policy and procedures manual which will be used, a copy should be submitted with the proposal..

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